

Congratulations and Welcome to Preferred Talent Solutions, LLC!!!

We are delighted to have you as a member of our team and looking forward to working with you.
Your role is critical in fulfilling the mission of our company, which is achieving:

IMPORTANT CONTACT INFORMATION

Ph:510.361.0272 Fx: 510.280.3527

hr@preferredtalentsolutions.com - benefits, issues/concerns and complaints

payroll@preferredtalentsolutions.com - stop payments, copies of paystubs, w4/de4/direct deposit changes, address changes and timecard issues

staffing@preferredtalentsolutions.com - sick leave or time off request(as well as your staffing manager), call offs (as well as your staffing manager), availability schedule (as well as your manager), employee referrals and injuries

Job Placement Process

Seasonal changes to business are beyond our control—there will be weeks where we have plenty of work for everyone and weeks where there will be work only for those requested by clients, those we consider our best employees and those who continue to call us with their availability. Here is how to ensure that you are on our radar for placement:

1. **Email/Text your Availability** – Be sure to call or email us your **availability** at least once a week. Employees who inform us of their availability each week will be on the TOP of our list of employees to call when jobs become available that week. The best days to call are Sunday or Monday.
2. **Accept the Job** – When you accept a job from a PTS, LLC Member, you are confirmed for that shift. Be sure to know all the information—you must know the appropriate attire, know the start time, address, and contact name for the job. At this point, being late or not showing up for a shift is unacceptable.
3. **Changes in Shifts** – A PTS, LLC Member may contact you at least 24 hours in advance to inform you of any changes that might have occurred to the job.

Note: If you do not hear from a PTS, LLC Manager, remember that acceptance of the job was confirmation of your shift. Showing up for your scheduled shift is ultimately your responsibility.

4. **Have Reliable Transportation** – It is your responsibility to figure out your transportation to each job. Please arrive at least 15 minutes before every job – this gives you a “cushion” in case there is traffic, your public transportation is running behind schedule, or you get lost. *For Public Transportation information: Call 511 or www.transit.511.org*
5. **Be on Time** – Being on-time means that you are at the job site, in the correct attire and ready to work at your scheduled time.
*Note: Lateness puts a burden on everyone; the client, other employees and the PTS, LLC Office. If you are running late to a job (even by 5 minutes), you must call the office before your scheduled start time. **Repeated lateness may result in disciplinary action, up to and including termination.***
6. **Timesheets** - Please complete your timesheet daily. **It is your RESPONSIBILITY to enter and submit your timesheets no later than Sunday at 10 PM. Submitting late timesheets or incorrect timesheets may result in disciplinary action, up to and including terminations.** _____ **(initial)**

On The Job

Once you have arrived at the job site on-time and in the correct attire, there are a few things you must do to ensure that you continue to receive job offers and get paid!

1. **Be a Superstar** – Impress the client by working above and beyond the call of duty with a can-do attitude. It is the Superstar employees whom the clients often ask for by name.

2. **Sign the Timesheet** – On **every** job, you must enter your hours at the beginning and end of your shift as well as your meal and rest periods to get paid properly. If you do not, you risk not getting paid if your hours cannot be confirmed by the client. Your timesheet will be emailed to you, and you may access it with the correct credentials via computer or cellphone.

Reflect the PTS, LLC Image:

- **Grooming and Hygiene:** Visible tattoos, either temporary or permanent, are not allowed on employees unless the client approves. Cosmetics (lipstick, nail polish, etc.) should be understated. Do not wear colognes or perfumes. Fresh, clean breath, daily showering, and effective deodorant are a must! We don't want to offend any clients or other employees with unpleasant body odors. You must wash your hands after smoking. Employees must take additional measures to prevent any unpleasant odors on their clothes, skin and breath after smoking and before contact with clients and their guests.

- **Follow Break Policy** – Employees working five hours a day must take an unpaid meal break of at least 30 minutes around the middle of the workday unless six hours completes your shift, and you voluntarily waive your meal break. Employees are entitled to a paid 10-minute break for every four hours worked. Notify the client and your supervisor before taking your break. Most clients will provide a meal for you if you are working over 4 hours, but it is not required so eat before your job! We encourage you to take your breaks because most clients will not pay you the overtime. Break periods may not be combined with the meal period or used to report to work late or leave early.

Note: Due to the nature of some businesses, breaks may not be given at exact times because of the needs of the clients and their workflow, so please follow whatever instructions the client gives you. If you need to use your cell phone or take a cigarette break you must check with the client as to where the designated areas are located – out of the guest's view. **AT NO POINT CAN YOU EVER SMOKE MARIJUANA ON THE JOB OR PREMISES.** _____ **(initial)**

3. **Get Your Money** – **You are paid weekly on Mondays effective January 1, 2023. If Monday falls on holiday you will be paid the following day.** (The workweek is Monday thru Sunday). Your funds can be received via Live Check (which will be mailed directly to the address on record), Direct Deposit (where your pay is directly deposited into a checking/savings account). _____ **(initial)**

4. **24 Hour Notice** - If for any reason you walk off your assignment or leave with our providing PTS, LLC 24 hours' notice you will be paid minimum wage for all assignments worked during the week.

Termination

California is an at will employment state which means that PTS, LLC is free to terminate employees at any time with or without cause. It is our sole discretion to choose who we send out on jobs. Breaking the following rules are grounds for immediate termination:

1. If you do not show up for a shift that you are scheduled to work and do not call the PTS, LLC office, it is considered a **"No call, No show"** and results in automatic termination.
2. No talking on cell phones at the job (**phones must be off or silent**).
3. Never report to work under the influence of any drugs or alcohol. Cigarette smoking will be permitted only on scheduled breaks in designated smoking areas.
4. If you are not able to make it to your scheduled shift, you are required to give us 24 hours' notice for a cancellation. If you are sick, call us as soon as possible and no less than 3 hours before your scheduled shift.

To cancel after office hours, you must call/text YOUR RECRUITER

5. Eating or drinking on the job requires prior permission from the client.
6. If there is a confrontation or problem with a client, involve us quickly. To ensure your safety please do not get worked up or become defensive.
7. Sexual Harassment (jokes, touching, sexual comments, pictures, magazines) is not tolerated. **Ever!!**
_____ **(initial)**

PTS, LLC is your employer at all jobs. We send you out to represent us and to reflect the PTS, LLC Image to our Clients. While the Clients will act as your supervisor on a specific job, **we are always considered your employer.**

We hope that you'll find your work environment to be welcoming, professional and respectful. However, we do realize that on occasion, issues do arise regarding the client, other employees or working conditions. – If any issues should arise, please contact your Recruiter or someone at PTS, LLC ASAP.

Temporary to Permanent Positions

PTS, LLC likes to see you working. If you meet a PBS Client that you would like to work with directly, please let us know. Permanent

jobs are part of our business, and our clients often call us for recommendations. **If you are approached by a client to fill out a job application, it is your responsibility to inform us if you choose to complete it.** We will help you, but you need to keep us in the loop because we have agreements with our clients that must be honored.

The DO's and DON'TS

Do's

- **Arrive 15-minutes to call-time** and report to the person you are assigned to. Allow enough time for travel and parking to get to the event on time. You are expected to be at your post at the designated time.
- **Call PTS, LLC if you are running late** –even just 5-minutes, to let us know so that we can contact the client for you if possible.
- **Call PTS, LLC immediately if you are unable to make it to work.** If it is after hours, call or text your recruiter.
- **Come dressed in the appropriate attire. Bring your smile** –it's your best attribute. Remember what you may lack in skills, you make up for it in your attitude.
- **Always notify your immediate supervisor** if you are leaving your assignment for any reason.
- **Plan for your breaks**, if any. You are allowed one 10-minute break for each 4 hours worked or greater part thereof; plus, a 30-minute unpaid lunch break if you work more than a 5-hour shift. Depending on the client, the nature of the assignment and the situation you may or may not be provided a meal.
- **Be considerate** of other team members and help if needed.
- **Sign in and out on your timesheet daily** at the start of your shift, for all meal breaks, and at the end of your shift. To ensure all your hours are correct and no need trying to remember at the end of the pay period. If there are any concerns with your hours, please call our office and let us know ASAP. The link to access your timesheet will be emailed with every assignment or it may be accessed by logging into www.PREFERREDTALENTSOLUTIONS.com.
- **Please** let us know if any medical needs need to be considered.
- **Please submit your timesheet immediately after the end of an assignment or by the end of the pay period (whichever comes first).**

Timesheets must be received by SUNDAY at 10:00PM. You will not be paid until they are submitted.

Don'ts

- **Use of your cell phones is a big NO.** We know you have them. Our policy is not to use them while you are working. Please move completely away from your work area before using your cell phone on your breaks and lunch.
- **Do not USE THE CLIENT'S TELEPHONE, COMPUTER OR ANY OTHER DEVICES** that are not specifically related to your job regardless of if the client gives you permission.
- **Do not EAT or DRINK** while working, especially in front of your desk if you have not been given permission by the client in advance.
- **Do not ASK** the client if you can take any items home with you.
- **Do not CONGREGATE** or talk loudly with other staff while you are expected to be working.
- **Do not CRITICIZE** or confront anyone. Take any issues you may have with the office of PTS, LLC and let us handle the situation. We will investigate the matter.
- **Do not ASK TO LEAVE EARLY.** If you have any scheduling concerns, contact PTS, LLC prior to accepting the assignment.
- **Do not ASK CLIENTS FOR FUTURE JOB ASSIGNMENTS.** Our clients, by contract, are not allowed to solicit work from our employees directly. If they would like for you to return working future assignments, ask them to contact PBS and request for you by name.

Benefits:

- CalSavers Retirement Plan after 90 days of employment. **MUST OPT OUT IF YOU DO NOT WANT A DEDUCTION OF 5%**
- Medical and Dental after completing necessary hours after 60 days.
- 24 hours of sick after completing 90 days paid at \$15.50 per hour (Oakland minimum wage)
- Employee of the month program.
- 5 unpaid days of bereavement
- Employee referral program coming soon! Be on the lookout for more information.

By signing you are acknowledging that the Orientation Manual has been reviewed with you.

Signature: _____ Date: _____